



Diploma of Personal Concierge Services
Student Handbook

WELCOME TO YOUR LEARNING

We are pleased that you have taken the next step in your career and chosen to study the Diploma of Personal Concierge Services with us.

The Personal Concierge industry is a relatively new, and very exciting industry. The role of a Personal Concierge has evolved in recent years as an external consultant working for a customer or multiple customers at any one time.

The Diploma of Personal Concierge Services explores in greater depth the knowledge and skills to perform a variety of functions as a Personal Concierge through performing a variety of tasks on a clients' behalf in a variety of workplace environments. This course is intended to provide learners with the skills and knowledge to gain employment as a Personal Concierge.

Graduates of this course will demonstrate autonomy and judgment in changing contexts using specialised knowledge and skills for paraprofessional work. They will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to analyse information to complete a range of activities and to provide and transmit solutions to sometimes complex problems.

The Diploma contains 20 compulsory modules which cover a wide range of highly transferable learning outcomes. It was developed in response to industry enquiry.

We look forward to working with you as you commence your Concierge journey.

Kind Regards,



Kay Marco
Director
Ambakem Pty Ltd

ABOUT US

Ambakem Pty Ltd T/A iCALM (Institute of Concierge & Lifestyle Managers) is an industry focused organisation that supports professionals within the Concierge & Lifestyle Management industry through education, networking and employment opportunities.

THE DIPLOMA

The Diploma of Personal Concierge Services is being offered as a benchmarked Diploma which has strong industry approval. A benchmarked qualification is a non-accredited version of a qualification that has been nationally accredited by ASQA (Australian Skills Quality Authority). It is based on 10502NAT Diploma of Personal Concierge Services which is a nationally accredited qualification. Both the accredited and benchmarked versions of the Diploma of Personal Concierge Services have been written and are owned by Ambakem Pty Ltd and as such may not be taught anywhere else in the world.

QUALIFIED AND PROFESSIONAL TRAINING STAFF

iCALM employs only qualified, professional trainers. Trainers have been carefully selected so that you can be assured that quality training is delivered at all times. Upon enrolment, you will receive the contact details of your Executive Trainer who will be there as your personal coach for any questions or queries you may have about your study.

HOW WILL TRAINING AND ASSESSMENT BE DELIVERED?

Diploma of Personal Concierge Services will be delivered online through an external Learning Management System. This allows you to work through your training at a time suitable to your personal circumstances. Your learning will be entirely self-paced and will require a commitment to ensure the completion of your training in a timely manner. Assessment will also take place in an online format, with some additional project requirements requiring interaction with your Executive Trainer . The length of time it takes to complete the Diploma is based on your experience and the time you devote to your studies. We suggest that you allow approximately 10-15 hours per week to complete the Diploma in around 18 months.

As all learning and assessments will be completed online, you will require access to a computer/laptop/tablet and the internet.

ADDITIONAL SUPPORT

Your welcome email will contain the contact details of the Executive Trainer who has been appointed to support you throughout your learning journey. You can contact them at any time with questions you may have.

HOW TO CONTACT US

Institute of Concierge & Lifestyle Managers
PO Box 454,
Ferny Hills, 4055
training@icalm.com.au
1300 4 ICALM

BENCHMARKING

As this Diploma is being taught as a benchmarked Diploma, the qualification will not be issued as an Australian Qualification. Many of your completed modules may be used in a recognition process against units of competency within other qualifications. When you complete your studies, you will be issued with your Diploma as well as a Statement of Results. You will also receive a mapping document showing your benchmarked Diploma to 10502NAT Diploma of Personal Concierge Services.

CODE OF PRACTICE

The profile of Institute of Concierge & Lifestyle Managers (iCALM) is directly linked to its ability to be accepted as an industry focused organisation that supports professionals within the Concierge and Lifestyle Management industry through education, networking and employment opportunities.

iCALM has adopted a Code of Practice that makes the following commitments to

- Uphold the integrity and reputation of the company
- Provide accurate and relevant information at all times
- Communicate clearly and effectively
- Encourage feedback without prejudice
- Operate under a system of continuous improvement

TUITION FEES

Payment in full and made at the time of enrolment - \$5,990
Instalments paid over 18 months - \$360 per month with the first payment being made at the time of enrolment. Total cost \$6,480

Payments will be made via PayPal. If financial assistance is required to complete the Diploma, students must make their own loan arrangements, ie personal loan.

All students are liable for the full cost of the course at the time of enrolment, regardless of whether payment is made in full or in payments.

REFUND POLICY

A cooling off period of 14 days will be offered from the date of your enrolment. You may cancel your enrolment within this period and receive a full refund less a \$150 administration fee. After this cooling off period has elapsed, no refunds are provided.

Discretion may be exercised by iCALM if you can demonstrate that extenuating circumstances led to the cancellation and a partial refund may be offered. All requests must

be in writing with evidence of the circumstances surrounding the cancellation. Change of mind is not an acceptable reason for requesting a refund.

OUTSTANDING PAYMENTS

Where students are more than 14 days in arrears of their tuition fees, iCALM may suspend access to the online learning platform and assessment results will be withheld until accounts are up to date.

Cancellation of monthly instalment payments does not terminate or remove your liability to complete your payment obligations.

Should payments be more than 30 days overdue, iCALM will engage the services of a debt collection agency to recover all outstanding course fees. This includes fees in arrears, the entire outstanding balance of the course and an additional 28% of the outstanding balance to cover debt collection fees.

CHANGE OF CONTACT DETAILS

Any changes to contact details must be advised in writing to admissions@icalm.com.au within 14 days of the change occurring.

RPL AND RECOGNITION POLICY

Recognition of Prior Learning (RPL) will be recognised by iCALM. If you consider that you may already be competent in specific modules, you may apply for exemption from these modules. To request an application form, please contact admissions@icalm.com.au. Completed application forms are to be returned to the same email address.

All applications will incur an administrative fee of \$125 per module with a further fee of \$125 for all modules which are deemed exempt.

LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

All students are required to have completed Grade 12 or equivalent Australian secondary school qualification. Should you require language, literacy or numeracy (LLN) assistance, you must notify iCALM of this upon enrolment. It is your responsibility to determine if you are able to proceed with your studies based on your level of competence.

ASSESSMENT

Assessment is used to give you feedback on your progress and measures your skills and knowledge against the Diploma requirements and requirements of the industry. The majority of assessments for Diploma of Personal Concierge Services will be undertaken online using our external Learning Management System. There may be instances where additional projects may require some interaction with your Executive Trainer.

All iCALM Executive Trainers are bound by a Code of Practice to ensure assessments are valid, reliable, flexible and fair.

If there are any aspects of the assessment that you are not certain about or you have questions, you should speak to your Executive Trainer.

You will receive feedback from your Executive Trainer on your assessments and all tasks undertaken will be assessed. If you are found to be Not Satisfactory, you will be given the opportunity to resubmit your assessment.

CERTIFICATION

Upon successful completion of the 20 modules, you will be issued with a Diploma of Personal Concierge Services. The Diploma will be issued by Ambakem Pty Ltd T/A Institute of Concierge & Lifestyle Managers (iCALM).

Should you be unable to complete all 20 modules, you will be issued with a Statement of Results for any modules that have been completed.

PLAGIARISM

All work submitted must be your own and have never been submitted by you or anyone else either in this course or in any other assessment. Quotations and/or images from either published or non-published sources must be clearly referenced as such.

ASSESSMENT APPEALS

All students have the right to lodge an appeal. This must be done within 28 days from the issue of a result. All appeals must be lodged in writing to training@icalm.com.au. Notification of the outcome of the appeal will be made within 14 days of receipt of the appeal.

COMPLAINTS

All students have the right to lodge a complaint. This must be done within 28 days of the occurrence. All appeals must be lodged in writing to training@icalm.com.au. Notification of the outcome of the appeal will be made within 14 days of receipt of the appeal.

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ONLINE LEARNING PLATFORM

Your online access gives you the right to access and use the resources allocated to you. Your login is for your use only and may not be shared with anyone else. Any activities that occur under your access details are entirely your responsibility.